Welcome

ITU Senior Management Retreat

4–5 September 2012 — Domaine du Château de Penthes, Geneva

- Schedule of events
- List of participants
- Biographies, Moderator and Speakers
- ITU Patent Roundtable
- WCIT
- 2011: Year in review
- Domaine du Château de Penthes
  How to get there

SCHEDULE OF EVENTS

TUESDAY 4 SEPTEMBER

WEDNESDAY 5 SEPTEMBER

		Location
8h30	Coffee & tea	Pavillon dur Gallatin/Terrace
9h00	**Session 1 — Introduction to the retreat** Introductory remarks from SG Hamadoun Touré Introduction to the programme — moderator Rory Macmillan	Tente Gallatin
9h45	**Session 2 — Implementing the ITU Global Communication Strategy: 2012 and beyond** Paul Conneally, Head, Communications and Partnership Promotion Division, ITU Discussion	Tente Gallatin
10h45	Coffee break	Pavillon dur Gallatin/Terrace
11h00	**Session 3 — Social media & digital communications (Global Com. Strategy contd.)** Guest speaker: Mathias Lüfkens, Head of Digital Strategy, Burson-Marsteller Discussion	Tente Gallatin
12h30	**Buffet lunch** **ITU and the patent war** Antoine Dore, Senior Legal Officer, ITU	Pavillon dur Gallatin/Terrace
13h30	**Sculpturing WCIT**	Tente Gallatin
14h00	**Session 4 — Branding & visual identity (Global Com. Strategy contd.)** Guest speaker: Christian Schroeder, Chief Executive, Lambie-Nairn Discussion	Tente Gallatin
15h30	Coffee break	Pavillon dur Gallatin/Terrace
16h00 – 17h45	**Session 5 — Resource mobilization — current practice and opportunities** Paul Marko, Head, Resource Mobilization, ITU Discussion & break-out	Tente Gallatin
18h15	Cocktail	Terrace at Espace Piccard
19h15	Dinner	Espace Piccard

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TUESDAY 4 SEPTEMBER

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		Location
8h30	Coffee & tea	Pavillon dur Gallatin/Terrace
9h00	**Session 6 — WICT: substance, process, outcomes & media** Richard Hill, Counsellor, ITU-T SG2 and SG3, and CWG-WCIT Discussion & WCIT sculpture award	Tente Gallatin
10h00	**Session 7 — Break-out groups — scenarios for WCIT success** Coffee available during session	Tente Gallatin
11h30	**Session 8 — Feedback and Conclusions** Feedback from break-out groups Closing remarks from Moderator and SG Hamadoun Touré	Tente Gallatin
12h30	Buffet lunch	Salle Gallatin dur/Terrace
13h30	Departure	

LIST OF PARTICIPANTS

Moderator: Mr Rory Macmillan

Speakers

Mr Mathias Lüfkens, Head of Digital Strategy, Burson-Marsteller
Mr Christian Schroeder, Chief Executive, Lambie-Nairn
Mr Paul Marko, Head, Resource Mobilization, ITU
Mr Richard Hill, Counsellor, ITU–T SG2 and SG3, and CWG-WCIT

Elected Officials

Dr Hamadoun Touré, Secretary-General
Mr Houlin Zhao, Deputy Secretary-General
Mr Malcolm Johnson, Director, Telecommunication Development Bureau
Mr François Rancy, Director, Radiocommunication Bureau
Mr Brahima Sanou, Director, Telecommunication Development Bureau

Telecommunication Standardization Bureau*

Mr Bilel Jamoussi, Chief, Study Group Department
Mr Alex Ntoko, Chief, Operations and Planning Department
Mr Reinhard Scholl, Deputy to the TSB Director

Radiocommunication Bureau*

Mr Colin Langtry, Chief, Study Group Department (SGD)
Mr Alberto Mendez, Chief, Terrestrial Services Department (TSD)

Telecommunication Development Bureau*

Mr Abdelkrim Boussaid, ICT-DF Programme Administrator & Chief of Innovation and Partnership Department
Mr Yury Grin, Deputy to the BDT Director and Chief of Administration and Operations Coordination Department
Mr Mario Maniewicz, Chief, Department of Infrastructure, Enabling Environment and E-Applications
Mr Cosmas Zavazava, Chief, Project Support & Knowledge Management Department

Regional/Area Offices*

Mr Ebrahim Al-Haddad, Regional Director, ITU Regional Office for the Arab States
Mr Orozobek Kaiykov, Head, ITU Area Office for CIS
Ms Eun-Ju Kim, Regional Director, ITU Regional Office for Asia & The Pacific
Mr Jaroslaw Ponder, Coordinator, Europe
Mr Andrew Rugege, Regional Director, ITU Regional Office for Africa
Mr Sergio Scarabino, Acting Regional Director, ITU Regional Office for Americas

General Secretariat*

Mr Alassane Ba, Chief, FRM
Ms Doreen Bogdan, Chief, SPM
Mr Max Henri Cadet, Ethics Officer
Mr Paul Conneally, Head, CPP
Ms Sheila Cooper, Executive Assistant to the Secretary-General
Mr Gary Fowlie, Head, Liaison Office to the UN and Head a.i. MSRIO
Mr Arnaud Pierre Guillot, Chief, JUR
Mr Blaise Judja-Sato, Executive Manager ITU Telecom
Mr Anders Norsker, Chief, IS
Mr Idrissa Samaké, Chief, C&P
Mr Frank Sap, Head, Internal Audit Unit, SGO
Ms Julia Watt, Chief, HRM

Additional Resource persons*

Mr Toby Johnson, Senior Communications Officer, TSB
Mr Joaquin Restrepo Mejia, Head of Outreach and Publications, BR

**Names listed in alphabetical order*

BIOGRAPHIES

Rory Macmillan

Moderator

Rory Macmillan is a telecom lawyer and a mediator-facilitator. Born in Scotland in 1970, Rory is a founding partner of Macmillan Keck, a law firm with offices in Geneva and New York City and an associate in Singapore.

He has facilitated and mediated multi-party commercial and non-commercial telecom disputes and contentious processes in various countries. Rory's legal practice involves advising governments, regulators, incumbents, new entrants, investors and international institutions on regulatory and policy matters and dispute resolution, as well as negotiating corporate and commercial transactions. He is typically engaged to assist in preparing policies, laws, regulations and licences geared towards improving the ICT sector in the Arab World, Africa, Europe, Asia-Pacific and the Caribbean.

Rory has worked with the ITU on several occasions, providing training to regulators as well as preparing papers on policy, regulation and dispute resolution (including for the 2009 and 2010 GSRs) and chairing a joint ITU-WIPO day at the 2009 Telecom World Forum.

Rory began his practice in New York and London with the law firm Debevoise & Plimpton. He received his LLM from the Yale Law School and his LLB from the University of Edinburgh. He is a member of the New York Bar, accredited as a mediator by the Centre for Effective Dispute Resolution (CEDR) and a member of the Chartered Institute of Arbitrators.

See **www.macmillankeck.pro** for more information and copies of publications.

Rory is married with two children.

BIOGRAPHIES

Matthias Lüfkens

Head of Digital Strategy for Burson-Marsteller

Matthias Lüfkens, leads the Digital Practice of Burson-Marsteller across Europe, Middle-East and Africa (EMEA). Before joining Burson-Marsteller Lüfkens was Head of Digital media at the World Economic Forum (WEF) where he designed and implemented the digital strategy. He has brought the digital world to Davos through his innovative use of Social Media, Twitter, Facebook, Google+, Flickr, Wikipedia, YouTube and Livestream and has advised a wide range of Fortune 500 companies as well as non-profit organisations on social media. His favourite topic is Twitter Diplomacy and the relations of world leaders on Twitter and other social networks.

Previously a journalist, he was Baltic States correspondent for Agence France Presse, Libération and the Daily Telegraph (1991–96); and later Deputy Editor-in-chief of EuroNews television (1996–2004). He is a an occasional columnist on mastering social networks for French-Swiss business magazine Bilan, and a frequent speaker at major technology events such as LeWeb in Paris, Lift in Geneva, the Next Conference in Berlin, SIME in Stockholm and TedxZurich.

In 1991 he founded the In Your Pocket city guide series in Lithuania, now Central Europe's premier publisher and provider of city information.

Follow him @luefkens

See presentation (password: ITU)

http://www.slideshare.net/secret/hwSTYAXyB9wAPx

BIOGRAPHIES

Christian Schroeder

CEO Lambie-Nairn

Christian has been Chief Executive of Lambie-Nairn since 2007. During this time Lambie-Nairn has grown from a single office in London to a international network of nine offices in Europe, the Middle East and Latin America. His main focus remains on the strategic direction and international growth of the agency as well as playing an active role with key global clients. Christian is also the WPP Global Client Leader for Telefónica working across all WPP agencies and disciplines on an international basis.

Christian has a wealth of branding experience gained across a variety of sectors and disciplines. Prior to joining Lambie-Nairn, he oversaw the successful expansion of the German arm of Landor as Managing Director, developing key clients and markets in central and eastern Europe including developing international business for companies such as Kraft, Numico and P&G as well as managing integrated branding programmes for FIFA, Swiss Ski Federation and RWE.

Before going to Germany, Christian led the global Diageo relationship for Landor from London managing brands such as Johnnie Walker, Baileys and Smirnoff. He has also led global branding programmes for clients such as Ford, Deutsche Bank, Coca-Cola, Bacardi-Martini and the BBC.

Christian is a regular speaker on the international conference circuit and is also a member of the D&AD Education Council and the WPP European Digital Advisory Board.

ITU PATENT ROUNDTABLE

GENEVA, SWITZERLAND, 10 OCTOBER 2012

STRUCTURE OF THE ROUNDTABLE

- CONTEXT OF THE MEETING
- PURPOSE OF THE MEETING
- CONTACT

CONTEXT OF THE MEETING

In recent years, we have witnessed an upsurge of standards-related patent (SEP) litigation around the world among parties involved in the wireless, SmartPhone and tablet computer industries.

In these so-called «patent wars», some ICT industry players allege, among other things, that holders of SEPs that are subject to a RAND licensing commitment under the terms of SDOs' patent policies are seeking non-RAND licensing terms and leveraging injunctive relief (banning the importation, sale and/or distribution of products implementing the standard) to pressure the implementer into accepting those terms. Other industry participants, in turn, argue that if their SEPs are being infringed, they should be able to negotiate patent licenses and enforce their patent rights in the same way that patent holders do in connection with non-SEPs.

According to some stakeholders, the effect of these widespread and long-lasting disputes and investigations regarding RAND licensing approaches could stifle, rather than promote, innovation and competition within the ICT industry. As a result, this issue affects all relevant stakeholders, namely SDOs, government authorities, industry participants, and customers or end-users.

PURPOSE OF THE MEETING

The purpose of the roundtable is to examine the effectiveness of RAND-based patent policies.

ITU believes the concerns raised by the ongoing SEP litigation are of utmost importance to the ICT industry as a whole. Therefore, ITU will leverage its public-private membership base, among other characteristics of the Union, to bring the various stakeholders together to engage in conversations on this subject. The purpose of the ITU Patent Roundtable is to provide a neutral, international forum in which the various ICT stakeholders can voice their respective positions and concerns on, discuss, exchange ideas about, and brainstorm possible compromises or solutions to this serious problem, including the role of SDOs and their patent policies.

For full text see:
http://www.itu.int/en/ITU-T/Workshops-and-Seminars/patent/Pages/structure.aspx

CONTACT

tsbworkshops@itu.int

WORLD CONFERENCE ON INTERNATIONAL TELECOMMUNICATIONS

1- SUBSTANCE

2- PROCESS: STRATEGY, STRUCTURE, AND CHAIRMANSHIP

3- OUTCOMES

4- MEDIA COVERAGE

On the basis of the outputs of the preparatory process, which includes preliminary inputs from the regions, we can address the following questions:

Where do we stand regarding the substance?
Where to we stand regarding the process?
What are the possible outcomes?

An additional question is: why are we getting so much unfavorable media coverage? And what can we do about it?

For reference, the ITRs can be found at:
http://www.itu.int/oth/T3F01000001

WCIT 2012
Dubai, UAE 3-14 DECEMBER

World Conference on International Telecommunications

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1- SUBSTANCE

As a high-level summary, it can be said that there is general consensus to make various minor editorial changes. There is significant support for adding various new provisions, but this is opposed by some countries. For certain issues, there is a split between regions. This is shown in some detail below.

However, it can be said that there are really only two key issues that will dominate the conference: (A) financial issues, that is, who pays how much to whom to move traffic and (B) security, that is, what, if anything, should be said in the treaty regarding improving network security and/or cybersecurity, and what implications would that have.

Regarding (A), there is ferocious resistance from US companies to include anything in the ITRs that might affect the flow of funds regarding Internet traffic, and there will be strong opposition from mobile operators to include anything in the ITRs that might affect mobile roaming prices. The main argument advanced by the US companies against changing the Internet billing scheme is that it would penalize developing countries. Since developing countries comprise a majority of the ITU Member States, the criticism implies either that developing countries are unable to understand what is in their interests, or that developing country governments do not act in the interests of their countries.

Regarding (B), some academics take the view that an issue underpinning the discussions might be cyberwar, and whether an ITR provision could be construed to prohibit cyberwarfare activities. However, we can expect that issues related to free speech and censorship will also be brought into the discussion, despite the fact that these issues are covered by the Constitution.

The more detailed presentation follows.

1- Items where there is consensus

1- Retain current structure and titles of articles except possibly title of art. 6
2- Replace “member” with “Member State”
3- Replace CCITT with ITU-T
4- Update references to Administrative Council, IRRB, etc.
5- Replace “Convention” with “Constitution and Convention”
6- Preamble
7- Existing definitions (except for Arab proposal re “telecommunications/ ICTs”)
8- Article 7 (Suspension of services)
9- Delete 6.3.2 (coefficients gold franc/SDR)
10- Minimize incorporation of provisions of CS/CV
11- Do not change definitions found in CS/CV

2- Items where there are no disagreements in principle, only drafting issues

1- Existing provisions of article 5 (Safety of Life and Priority of Telecommunications)
2- Article 8 (Dissemination of Information)
3- Article 10 (Final Provisions)

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3- Items that are supported by countries other than the US (but exact language not agreed)

1- Replace "recognized private operating agency" with "operating agency"
2- New provision on misuse
3- New provision on calling line ID
4- New provision on roaming price transparency
5- New provision on security
6- New provision on countering spam

4- Items where there is divergence between Africa/Arab/RCC versus Asia/Europe

1- Make certain ITU-T Recommendations binding
2- Refer to Recommendations of the ITU in certain provisions, as opposed to ITU-T Recommendations
3- Use of terms such as "shall ensure" versus "should encourage"
4- New definitions
5- New provision on transparency of routing
6- Replace/augment existing article 6 with new general principles for Economic and Policy Issues, including new provisions on cost-based pricing (including for roaming), pricing transparency, dispute resolution, etc.
7- New provision regarding fraud
8- Including prevention of "financial harm" and "security" in article 9
9- Scope of new security provision

5- Items where there is no clear majority view

1- Provision on taxation
2- Appendix 2 (Maritime Telecommunications)
3- Appendix 3 (Service and Privilege Telecommunications)
4- Existing Resolutions, Recommendations, and Opinion
5- New Resolutions

6- Significant items raised by only one or two regions or countries or operating agencies

1- Retain existing article 6 (Charging and Accounting) and the related Appendix 1 (RCC)
2- New provision on harmonization of emergency numbers (RCC)
3- New provision which is a generic version of D.50 (Arab and Paraguay)
4- New provision on energy efficiency (Ghana)
5- New provision on accessibility (Hungary)
6- New provision to subordinate ITRs to all other treaties (USA)
7- New provisions on inadvertent roaming, billing units (Brazil)
8- New provision on control of routing (Arab) (also naming numbering)
9- Network neutrality and sending party pays (ETNO)

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2- PROCESS: STRATEGY, STRUCTURE, AND CHAIRMANSHIP

Given the substance matter of the treaty (7 pages of main text, plus 4 pages of appendices), and the positions expressed by countries, the items to be discussed can be broken down as follows (but it is a bit too early to assign specific proposals to the items below, we need to wait until we have all the regional inputs):

1- Consensus items which can be quickly agreed in Plenary

2- Items where a decision in principle needs to be taken in Plenary or in Committee 5

3- Items where only drafting is required, possibly after a decision in principle has been taken in Plenary or in Committee 5

4- Items which are likely to persist till the last plenary as the decisions are highly political in nature

The initial plan was to have one Committee in addition to the four statutory Committees, and this primarily in order to ensure balance with the chairmanship of the Conference, which will of course come from the UAE, an Arab State. The plan was for a European to be Chairman of Committee 5.

However, there have been strong calls for the Chairman of Committee 5 to be from the Russian Federation, and that has resulted in other proposals for the chairmanship of this Committee. At one point that resulted in a proposal not to create this Committee at all, which is feasible from the purely logistical/time management point of view, but would not result in the envisaged balanced leadership; but apparently there is now consensus to have Committee 5.

The Secretariat has prepared a detailed time management plan (down to the individual items mentioned above), but this has not been presented to the Member States. According to that detailed time plan, 10 days should be amply sufficient to discuss the proposals presented to date.

Member States are starting to make proposals for the structure of the Conference, mostly based on the structure of the WRC, that is, with Working Groups under Committee 5. Various candidates have been put forward to chair the Working Groups, and various mandates have been envisaged for the Working Groups.

An overall time management plans with two Working Groups was prepared by the ITU Secretariat and presented at the APT regional preparatory meeting. This time management plan was well received by the membership, but the comments from APT were that perhaps there was no need for Working Groups. Indeed, this is correct from the purely logistical/time management point of view, given that there a general consensus that the Working Groups should not meet in parallel.

Depending on the result of informal discussions prior to WCIT (which could take place during WTSA), it may be advisable for the Chairman of the Conference to prepare proposals, perhaps only for the more contentious articles.

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3- OUTCOMES

There several possible outcomes. These can be summarized as follows.

1- Consensus on a treaty that is substantively identical to the existing ITRs. New issues would be mentioned in Resolutions, if at all. This is the outcome desired by the USA and some European countries.

2- A large majority of countries agree a treaty that is substantively different from the existing ITRs, but a significant number of countries refuses to sign. The minority would include most OECD countries. So the split would be something like 100 versus 40.

3- Almost all countries agree to a treaty that is substantively different from the existing ITRs, but the US and a few of its close allies refuse to sign.

4- Consensus on a treaty that is substantively different from the existing ITRs, perhaps with reservations from some OECD countries regarding specific articles.

Combinations of these outcomes are also possible, for example:

5- Nos. 3 or 4 above, plus an optional additional protocol that is signed by some countries (e.g. for security matters).

6- Nos. 3 or 4 above, followed by an intensive anti-ratification campaign in OECD countries, based on the so-called lack of openness of the WCIT process, resulting in a significant number of countries refusing to ratify the new ITRs (the so-called ACTA scenario).

At present, no. 4 above seems unlikely given the positions taken by the USA and domestic pressure against agreeing any significant changes to the current ITRs; however, it is possible that the USA's position will soften, in particular during the conference. The lower house of the US parliament has adopted (essentially unanimously) a non-binding resolution that can be used to justify the US not agreeing any significant changes to the ITRs. This resolution was also expected to be approved by the upper house (the Senate), but it has not yet been considered by that body. Although the resolution is non-binding, it might have the effect of discouraging the executive branch from attempting to present for ratification a treaty that might be seen to contradict the terms of the resolution; alternatively, the executive branch could convince the Senate that the treaty does not contradict the terms of the resolution.

No. 1 also seems unlikely, given the positions taken by most countries, however lobbying by the US might make this outcome feasible.

There is a risk that no. 6 will happen, but our communication campaign can mitigate this.

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4- MEDIA COVERAGE

Early media coverage was driven by a well-financed and well-organized campaign originating in the USA. The purpose of that campaign was to discredit the ITU and WCIT, so as to minimize the chances that the new ITRs could affect the existing flow of funds for Internet traffic. But the campaign often, and misleadingly, refers to proposals to "control the Internet", "restrict access", and "impose censorship".

That campaign caught the attention of civil society organizations, who joined in, and started attacking the ITU and WCIT for being insufficiently open and transparent. The criticism is coming not just from organizations who follow Internet issues (e.g. ISOC, GSMA), but also from those who participated in the successful campaign against ACTA. The lobbying group that initiated the campaign has probably lost control of it and regrets the intensity of the attacks against ITU (the sponsors of that campaign support ITU-D, ITU-R, and much of ITU-T and probably did not realize that the attacks directed against WCIT would turn into general attacks on the ITU as a whole).

One key spokesperson for this campaign is an FCC Commissioner. While the official position of the US government was initially is more moderate, the lobbying has resulted in the US Congress passing a Resolution that essentially calls on WCIT to avoid modifying existing Internet arrangements. Thus the official US position is aligned with the extreme views expressed in the ITU.

The ITU membership has not reacted, to date, to various misstatements found in the media.

The ITU Secretariat has initiated a counter-campaign, which has been fairly successful outside the US and somewhat successful even in the US: some of the statements made to denigrate ITU and WCIT are so extreme that they were easy to challenge and rebut.

However, negative media coverage in the US continues, and is now starting to appear in developing countries, and the Secretariat continues its effort to counter this. In particular, as the Secretary-General has said publicly, we should encourage Member States to conduct open consultations at the national level.

There were extensive discussions at Council regarding public access to WCIT documents. As a result, the "draft of the future ITRs" has been made public and a public consultation web page has been operational since 15 August. As of 29 August, only 6 comments were received. One has been rejected because it contained a hyperlink. Of the five posted comments, two make ISOC-like statements, whereas three indicate support for WCIT and the revision of the ITRs.

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2011: YEAR IN REVIEW

SECTORAL ACTIVITIES
- RADIOCOMMUNICATION
- STANDARDIZATION
- DEVELOPMENT

CROSS-SECTORAL EVENTS
- WSIS FORUM 2011
- WTISD 2011
- COUNCIL 2011
- ITU TELECOM WORLD 2011

CROSS-SECTORAL ACTIVITIES
- ITU & CYBERSECURITY
- ITU & CLIMATE CHANGE
- ITU & E-HEALTH
- ITU & ACCESSIBILITY
- ITU & EMERGENCY COMMUNICATIONS
- ITU & THE INTERNET
- THE BROADBAND COMMISSION FOR DIGITAL DEVELOPMENT

GENERAL SECRETARIAT & MANAGEMENT ACTIVITIES
- MANAGEMENT ACTIVITIES
- ITU'S PUBLIC PROFILE
- ITU AND THE UNITED NATIONS
- PROTOCOL, OFFICIAL VISITS AND OFFICIAL MISSIONS
- ICT DISCOVERY
- HUMAN RESOURCES & STAFF WELFARE
- FINANCIAL RESOURCES, AUDITING & IMAC
- CONFERENCES & PUBLICATIONS
- LEGAL AFFAIRS
- ETHICS
- INFORMATION SERVICES
- FACILITIES MANAGEMENT & SECURITY

CONCLUSION

It has been another busy and successful year for ITU, with considerable work and noteworthy accomplishments achieved in each of the three Sectors, supported by the work of the General Secretariat. In line with the evolving needs of the Union as a whole as well as the three Sectors, and to provide improved services to membership, A&F and SPM were both restructured in 2011. ITU's public profile was enhanced significantly during 2011, and ITU continued to play an important role within the United Nations. Progress continued on all seven goals of ITU's 2008–2011 Strategic Plan, and ITU continued to be successful in building cooperative initiatives with a wide range of international and regional non-governmental organizations and private sector entities. ITU also continued to make significant progress during the year in terms of efficiency, productivity and cost reductions.

SECTORAL ACTIVITIES

- RADIOCOMMUNICATION
- STANDARDIZATION
- DEVELOPMENT

RADIOCOMMUNICATION

The Radiocommunication Sector worked on the implementation of the Sector's Strategic Objectives established by PP-10, as well as contributing to cross-sector activities and events.

Conference and meetings Preparations for WRC-12 entered their final phase in 2011, with the third Information Meeting on WRC-12 Preparation being held in Geneva in November. Earlier in the year the second Conference Preparatory Meeting (CPM) was held in Geneva with more than 1,100 participants from 109 Member States and 69 Sector Members. During the year BR also participated actively in the preparatory meetings of the different regional groups, and two informal meetings also took place, agreeing a draft structure for WRC-12. Three meetings of the Radio Regulations Board also took place.

Processing of space and terrestrial service notices was carried out in 2011 with increased efficiency as a result of updated software tools, and satellite cost recovery resulted in 99% of payment of invoices in due time, with a total income of CHF 12.8 million.

Publications 113 ITU–R Recommendations and 74 ITU–R Reports were published in 2011.

Inter-sectoral activities represented a growing part of BR's efforts in 2011, particularly concerning ITU's priority topics of climate change and emergency communications. Active liaison also continued between the ITU–R Study Groups and other organizations, including international, regional and national standards development organizations.

Assistance Special emphasis was given to assistance by BR in 2011, resulting in a number of actions and activities, in particular participation in ITU seminars relating to spectrum management, digital broadcasting and digital dividend, and climate change related issues, and direct assistance to membership on spectrum related issues.

Study Group activities Study Group activities have been carried out according to the ITU–R Operational Plan. Access to documentation during meetings via a dedicated sharepoint website has now become the standard practice. More than 130 new or revised ITU–R Recommendations were submitted for approval. Many of these relate to studies associated with WRC activities, but a good number reflect the essential studies that underpin the fundamental standardization work of the Study Groups. In addition, 60 new or revised ITU–R Reports and a revised Handbook were approved. A 2011 EMMY award for technology and engineering was received by ITU–R for a Recommendation on a unified worldwide algorithm for television loudness.

Highlights of ITU–R Study Group activities in 2011 include: a new edition of the Handbook on Spectrum Monitoring; commencing the evaluation process for standards defining the satellite component of the IMT-Advanced radio interface(s); studies on compatibility of broadband wireless access systems and fixed-satellite service networks in the 3,400–4,200 MHz band; and the selection of two radio interface technologies, LTE-Advanced and WirelessMAN-Advanced, to be included in the ITU–R Recommendation containing the detailed technical specifications of IMT-Advanced.

SECTORAL ACTIVITIES

- RADIOCOMMUNICATION
- STANDARDIZATION
- DEVELOPMENT

STANDARDIZATION

The Standardization Sector saw robust continuing support from its membership in 2011, and ITU–T Study Group meetings were well-attended and highly productive throughout the year.

Highlights of 2011 New work on Smart Grids; Cloud Computing; Audio-visual Media Accessibility; consent on a set of methodologies on the impact of ICTs on climate change; new improved universal mobile phone charger standard; more approved standards on cybersecurity information exchange; direct document posting (over 90% of the 400 contributions to the December meeting of Study Group 15 were posted directly); new work to improve ITU–T H.264 (over 1,000 contributions and close to 300 participants in the recent meeting of Study Group 16's Joint Collaborative Team on Video Coding (JCT-VC); over 100 meetings organised by TSB; introduction of mentoring programme and briefing sessions for new delegates; over 30 workshops organised worldwide; 1,000 editors progressing the work of ITU–T, resulting in one of highest annual outputs of Recommendations (179); over 100 Amendments, Annexes, Corrigenda and Supplements; and four new Handbooks.

WTSA-08 Action Plan First presented at TSAG in April 2009, and regularly updated since. Has now reached v7; latest update in September.

Participation of Members a total of 41 countries have participated in ITU–T that were not participating in 2007, including 16 countries this year that had never before participated. Total ITU–T membership increased in 2011, with 12 new Associate Members and 25 Members from Academia by 25. The new membership category for academia has been a great success and universities and research institutes continue joining at a steady pace.

Recommendations 141 ITU–T Recommendations were approved by December 2011; 46 texts were still in the approval process, so the annual total may include an additional 38 Recommendations and eight Amendments and Corrigenda.

Conformance and Interoperability Testing The conformance and interoperability programme (Resolution 177, Guadalajara 2010) requests four actions — conformity database; interoperability events; Capacity building; and the establishment of test centres in developing countries. The first two are led by TSB, and significant work was undertaken in this regard during 2011.

Technology Watch In 2011, an improved look and branding was adopted for the ITU–T Technology Watch, and reports were issued on Standards and e-Health; Optical world; Trends in video games and gaming; and Digital signage.

Bridging the Standardization Gap Work continued through 2011 on bridging the standardization gap, with the launch of the Standards Q&A forum offering a unique opportunity to engage with the experts that develop the standards underpinning ICTs.

SECTORAL ACTIVITIES

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- DEVELOPMENT

DEVELOPMENT

The Development Sector implemented a full and broad-ranging schedule of activities in 2011, as well as contributing to all cross-sectoral activities and events. The regional presence played a key role in implementing activities relating not only to ITU–D, but also to ITU–R, ITU–T and General Secretariat-specific domains.

ICT Applications and e-applications ITU elaborated a strategic e-Health Planning framework in collaboration with WHO to facilitate national planning and coordinating disparate e-Health efforts, and contribute in the implementation of the recommendations set by the Commission on Information and Accountability for Women and Children's health. ITU also continued to collect and publish ICT best practices and was a key partner in the launch of Broadband Wireless Network Operations in Burundi.

Regulatory reform and market environment The 11th Global Symposium for Regulators (GSR-11) was held in Armenia City, Colombia, from 21 to 23 September, with the theme "Smart Regulation for a Broadband World". The GSR was preceded by the 4th Global Industry Leaders Forum, which discussed the evolving regulatory landscape, the trends and impact of taxation, innovation and entrepreneurship, and the impact of social media. ITU–D also continued to collect and analyze regulatory trends and practices, and tariff policies. Various regulatory publications were released and a new ITU portal (the Universe of Broadband) was launched. The Global Regulators' Exchange (G-REX) continued to offer regulators the opportunity to share experiences.

Statistics ITU–D continued with its leading work on ICT statistics, collecting data from over 200 economies worldwide to be disseminated through the ICT Eye online portal as well as via a number of publications including new editions of the World Telecommunication Indicators Database, the Yearbook of Statistics, and 'The World in 2011: ICT Facts and Figures'. The Measuring the Information Society (MIS) Report 2011 was launched in September, and in December the 9th World Telecommunication/ICT Indicators Meeting (WTIM) was held in Mauritius, focusing on topics such as measuring global development targets; ICT infrastructure and access indicators; investment and revenue in the telecommunication/ICT economy; e-waste; and household ICT surveys.

Assistance ITU–D provided concentrated assistance to least developed countries (LDCs), small island developing states (SIDS), landlocked developing countries and countries in special need in various telecommunication/ICT priority areas, including the introduction of new technologies, design and development of infrastructure, rural telecommunications development, climate change adaptation and mitigation, emergency telecommunications, training, reconstruction, and other areas of interest. Assistance was also provided to countries emerging out of civil strife and natural disasters, otherwise referred to as Countries in Special Need.

Human capacity building Along with ongoing human capacity programmes, including ITU's Centres of Excellence, ITU–D organized Sub-Regional Human Capacity Building Forums in all regions.

Special Initiatives Extensive work was carried out by ITU–D during the year on special initiatives including Women and Girls in ICT; Persons with Disabilities; Youth and Children; and Indigenous Peoples.

Other programmes and initiatives. Implementation of projects continued and a further sixteen new projects were opened up, leveraging seed funding provided under the Regional Initiatives adopted at WTDC-06 to help bridge the digital divide. Work also continued on the various regional sub-projects supporting the 'Establishment of Harmonized Policies for the ICT Market in Africa, the Caribbean and the Pacific', and on follow-up activities related to the ITU Connect Summits.

Study Groups The work of the ITU–D Study Groups is progressing well with more members getting involved and more contributions being received to support the work of the study questions. The year also saw BDT pioneering a remote participation platform that allowed members of ITU–D Study Groups to join meetings remotely and collaborate in several languages with full simultaneous interpretation from anywhere in the world.

Telecommunication Technologies and infrastructure development This included Regional Forums and Seminars and projects targeting all the regions, and the development of training materials in close collaboration with BR and TSB for bridging the standardization gap and fostering the implementation of Next Generation Networks and Broadband Networks, as well as addressing aspects of the Transition from Analogue to Digital Broadcasting for developing countries, and spectrum management issues.

2011: YEAR IN REVIEW

CROSS-SECTORAL EVENTS

As well as events organized within the three sectors themselves, the year also saw cross-sectoral events take place, including the WSIS Forum 2011, WTISD 2011, Council 2011 and ITU Telecom World 2011.

- WSIS FORUM 2011
- WTISD 2011
- COUNCIL 2011
- ITU TELECOM WORLD 2011

WSIS FORUM 2011

The World Summit on the Information Society (WSIS) Forum was held in Geneva in May and was co-organized by UNCTAD, UNDP and UNESCO. It brought together more than 1,150 key stakeholders from over 140 countries, including 20 ministers, leading public figures and grassroots activists from the global development community to examine how ICTs can be harnessed to help drive social and economic development around the world. Remote participation was an integral component of the WSIS Forum, with over 1,000 remote participants. In addition to reviewing progress towards the WSIS targets set for 2015, the WSIS Forum fostered interactive debate and information exchange on a wide range of key topics such as cybersecurity, social networking, innovation, ICTs and least developed countries, broadband, rural development, multilingualism, environmental sustainability, education, healthcare and innovation.

WTISD 2011

ITU held its annual celebration of World Telecommunication and Information Society Day (WTISD) on 17 May in Geneva. The theme for 2011 was "Better Life in Rural Communities with ICTs," drawing attention to those who reside in rural districts and far-flung communities. UN Secretary-General Ban Ki-moon delivered a video message, and there was a demonstration of rural connectivity via cloud computing.

The 2011 WTISD awards were given to three laureates for their exceptional contributions to promoting ICTs as a means of providing a better life through global sustainability, particularly in rural communities for social and economic development: President Tarja Halonen of Finland; telecommunication innovator Sam Pitroda; and CEO and co-founder of Inveneo Kristin Peterson.

COUNCIL 2011

Council 2011 took place in October in Geneva. A total of 346 participants attended, including 16 Ministers, Deputy Ministers and Ambassadors. For the first time in the history of ITU, the Council was composed of 48 newly elected Member States all represented at the session. In addition, representatives from 33 Member State Observers was present, including the world's youngest nation, South Sudan, ITU's 193rd Member State. Among its 48 newly elected Member States, Council welcomed Costa Rica, Paraguay and Rwanda who were elected for the first time to ITU Council.

The Council reviewed general policy, strategy and planning issues and reports from its working groups is key areas related to ITU's role in implementing the outcomes of WSIS, International Internet-related public policy issues, Security in the use of ICTs, Child online protection and ITU activities in ICTs and climate change. It studied preparations for major ITU events including the ITU Telecom World 40th anniversary celebration; the Radiocommunication Assembly and World Radiocommunication Conference; the World Telecommunication Standardization Assembly (WTSA) and the World Conference on International Telecommunication Regulations (WCIT).

In addition to reviewing the implementation of the strategic plan and future actions to meet the challenges of PP-10's ambitious outcomes, Council focused on strengthening membership and the need to study the impact of PP-10 decisions, including the admission of academia and universities in the work of the Union. Council also adopted the budget of the Union for 2012–2013, and approved operational plans. Finally, the annual session reviewed revenue and expenditure, financial operating reports, and addressed staff issues, including a review of progress on implementation of the HR strategic plan. 27 formal texts were adopted at C11, including 16 resolutions and 11 decisions taken on key issues.

The Council completed its work in the newly refurbished Popov Room in less than the allocated time, with no weekend or night sessions, and no votes.

2011: YEAR IN REVIEW

CROSS-SECTORAL EVENTS

- WSIS FORUM 2011
- WTISD 2011
- COUNCIL 2011
- ITU TELECOM WORLD 2011

ITU TELECOM WORLD 2011

It was a busy year of building, shaping, bringing together and delivering the new, transformed ITU telecom World 2011 event, which took place in Geneva in October. Celebrating the 40th anniversary of the first ever ITU Telecom event, the 'new focus' event incorporated a strategic shift away from the exhibition-centred format of previous events and to an event focused on networking, knowledge sharing, doing business and building consensus.

Over 6,500 top-level participants took part, including Heads of State and Government, Ministers, city mayors, industry CEOs and technology gurus, as well as top-level representatives of UN agencies and thousands of remote participants from around the world interacting in real-time via webcasts and twitter streams. Major ICT companies participating in the event included Alcatel-Lucent, AT&T, China Mobile, China Potevio, Cisco, Datang, Du, Ericsson, Etisalat, Fiberhome, Fujitsu, Huawei, Intel, NTT Group, NTT DOCOMO, Qtel, RIM, Samsung, Swisscom, Telkom SA, Türk Telekom, TDIA, Verizon and ZTE. National Pavilions representing 29 nations from across the world also took part.

Key agenda highlights included the Broadband Leadership Summit; Forum Sessions; Digital Cities '11; Ministerial Roundtables; the Technical Symposium; Co-hosted workshops; and an OpenSpace, where delegates could pitch new ideas, and participate in hands-on targeted workshops and self-programming sessions on areas of special interest.

A key component of the new focus for the 2011 event was networking, and through dedicated networking packages and a concierge service, ITU Telecom offered one-to-one meetings between organizations and selected delegates/companies and worked with customers to establish optimum itineraries. Online services included the dedicated YourSpace portal, a unique online networking experience that enabled registered participants to connect with other event delegates, access company details and speaker bios, access and download key event-related content, arrange meetings, start discussions and build their own personal event agenda, and the ITU Telecom World 2011 App, which enabled the functionality of YourSpace on the move.

ITU Telecom provided a platform for tomorrow's innovators, inviting participants from across the globe to send in their ideas to change the world in unique competitions for Young Innovators and Digital Innovators. The winners (three in each category) were voted for by delegates in Geneva and around the world via online polls.

In the first ever ITU Telecom World metaconference, children as young as nine years old were among the first to challenge speakers on the panels at the event with their own views, thoughts and video prototypes of ideas that could help solve the problems posed by gathered delegates.

ITU Telecom World 2011 attracted 324 accredited media from around the world, including major global broadcasters, news agencies, national newspapers and ICT press. Media coverage directly mentioning ITU Telecom World included around 1,000 print and online articles in 18 countries. Social media also became a major part of communications for the event, with 3,284 original tweets, with a follower reach of over seven million; 222 blog posts; 130 videos uploaded; and 219 news articles posted online.

2011: YEAR IN REVIEW

CROSS-SECTORAL ACTIVITIES

- ITU & CYBERSECURITY
- ITU & CLIMATE CHANGE
- ITU & E-HEALTH
- ITU & ACCESSIBILITY
- ITU & EMERGENCY COMMUNICATIONS
- ITU & THE INTERNET
- THE BROADBAND COMMISSION FOR DIGITAL DEVELOPMENT

ITU & CYBERSECURITY

With both WTDC-10 and PP-10 further strengthening the key role ITU has in building confidence and security in the use of ICTs, ITU has continued its efforts to provide a unique platform for international cooperation aimed at providing concrete responses to the global issue of increasing cyberthreats.

The collaboration between ITU and IMPACT (the International Multilateral Partnership Against Cyber Threats) now has 137 countries signed up and benefitting, free of charge, from cybersecurity capabilities such as the Global Response Centre (GRC), which provides almost real-time status of cyberthreats worldwide. A total of 32 countries have been assessed through on-site missions aimed at facilitating the creation of Computer Incident Response Teams (CIRTs), a first-line defence mechanism that countries must establish as a point of contact at the national level to respond to cyberattacks and coordinate at regional and international levels.

In 2011, ITU also cemented new global partnerships designed to make cyberspace a safer, more secure place to be for consumers, businesses, and — most crucially — children and youth. A Memorandum of Understanding between ITU and the United Nations Office on Drugs and Crime (UNODC) will see the two organizations collaborate in assisting ITU and UN Member States mitigate the risks posed by cybercrime. ITU also signed an MoU with Symantec, a leading provider of security, storage and systems management solutions, to increase understanding of and readiness for cybersecurity risks.

Work continued within ITU–T's cybersecurity group (SG 17), which led to the approval of four new Recommendations addressing cybersecurity information exchange. In addition, a new Recommendation was approved that provides security guidelines for identity management systems; two Recommendations addressing the needs of telecommunication organizations on information security management; and two Recommendations in the area of telebiometrics; as well as three Supplements, two addressing cybersecurity and one anti-spam countermeasures.

ITU–D, for its part, continued to transform the ITU-wide strategy in projects and initiatives aimed at improving the preparedness of Member states in achieving cybersecurity, as well as engaging the international community toward global cyberpeace. Through the ITU/EC project, assistance on establishing and harmonizing legal frameworks to address the growing phenomenon of cybercrime were provided to some 60 countries in three regions (Sub Sahara Africa, Caribbean and Pacific).

Concerning Child Online Protection (COP), ITU has been working to transform the COP Guidelines into concrete activities for national benefits. The strategies for achieving these guidelines span five main areas: legal measures (through ITU–D); technical and procedural measures (through the work of ITU–T SG 17); organizational structures; capacity building; and international cooperation.

In order to strengthen ITU's COP activities, Ms Deborah Taylor Tate, who was a WTISD Laureate in 2009, became the first COP Special Envoy in May 2011. ITU has also been raising awareness on COP issues through the organization of workshops, strategic dialogues and regional forums.

Finally, under the leadership of the COP Patron, President Chinchilla, Costa Rica has been achieving significant deliverables designed under the framework of ITU's COP Global Initiative.

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CROSS-SECTORAL ACTIVITIES

- ITU & CYBERSECURITY
- ITU & CLIMATE CHANGE
- ITU & E-HEALTH
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- ITU & EMERGENCY COMMUNICATIONS
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ITU & CLIMATE CHANGE

ITU continued its activities in the area of ICTs and climate change during the year, in line with Resolution 182 (Guadalajara, 2010), culminating with the participation in the 2011 United Nations Climate Change Conference (COP-17/ CMP7) in Durban. ITU worked to raise awareness of the benefits of ICTs to adapt to, mitigate against and monitor the effects of climate change, and published a special issue of ITU news under the theme "Green technology, greener planet" to coincide with COP-17. Together with the Global E-Sustainability Initiative (GeSI), ITU established the "Coalition on ICTs and climate change", an informal group coordinating the participation of several stakeholders working in the area of ICTs and climate change at the conference.

During the year ITU organized a number of high-level events in the area of green ICTs and climate change, including: the e-environment day at WSIS Forum 2011; the Sixth ITU Symposium on ICTs, the environment and climate change; the first ITU Green Standards Week; the Symposium on Progressing the Climate Agenda Through Green ICT Standards; and the fourth meeting of the Dynamic Coalition on Internet and Climate Change (DCICC).

ITU–T's Environment and Climate Change Study Group (SG 5) met twice during the year with record levels of attendance and contributions. The group saw a significant progress in the process of the approval of a globally-recognized set of methodologies for ICT companies to measure their carbon footprint, and to estimate the considerable saving in global greenhouse gas emissions (GHG) that can be achieved through the use of ICTs. ITU–T also launched a 'Green ICT Applications Challenge' to find the best and most innovative concept paper for an ICT application that would help combat climate change.

ITU–D's ICT and Climate Change Study Group 2, Question 24/2, met in September and invited satellite organizations and UN Agencies to make presentations on how the group's work could be enhanced by the ongoing work of other stakeholders. A joint ITU–T and ITU–D survey on climate change was sent out to ITU Member States and Sector Members and responses are currently being analyzed.

In addition to these activities, ITU continued to provide support to developing countries in their efforts to mitigate and adapt to climate change, including developing early warning systems for natural disasters, as well as producing new technical reports from the three Sectors.

2011: YEAR IN REVIEW

CROSS-SECTORAL ACTIVITIES

- ITU & CYBERSECURITY
- ITU & CLIMATE CHANGE
- ITU & E-HEALTH
- ITU & ACCESSIBILITY
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- ITU & THE INTERNET
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ITU & E-HEALTH

During the year, ITU initiated a new line dedicated area of activities on e-health, framed by Resolution 183 (Guadalajara, 2010). Special emphasis was given to identifying and documenting examples of best practices at the global level for dissemination among ITU Member States and Sector Members. In this regard, a key activity was the organization of an e-Health Pavilion at ITU Telecom World 2011. This activity, organized jointly with the World Health Organization, showcased 20 applications from around the world, providing a valuable platform to explore future partnerships in this area of work.

Another highlight of ITU´s e-health activities was the participation of the ITU Secretary General in the ITU–WHO Commission on Information and Accountability for Women and Children's health which developed a framework to link resources destined for women's and children's health to actual results.

ITU also continued with the technical work for the standardization of multimedia systems and capabilities for e-health applications. These and other issues are being addressed by experts within ITU–T Study Groups 16 and 17, as well as within other external standardization bodies.

ITU & ACCESSIBILITY

ITU activities on accessibility were reinforced with the approval of Resolution 175 (Guadalajara, 2010), which addresses accessibility issues. Following up with the implementation of the resolution, key emphasis was put in the establishment of the new "Accessibility Fund", which will become fully operational in 2012.

Highlights of ITU activities in accessibility include, among other activities: the recent release of the report 'Making Television Accessible'; the continuation of the work of the ITU–T Focus Group on Audio-visual Media Accessibility; the continuation of the Joint Coordination Activity on Accessibility and Human Factors; the organization of the ITU Workshop on 'Telecommunications Relay Services for Persons with Disabilities'; and the 6th meeting of the Dynamic Coalition on Accessibility and Disability.

2011: YEAR IN REVIEW

CROSS-SECTORAL ACTIVITIES

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ITU & EMERGENCY COMMUNICATIONS

During 2011, ITU continued to provide assistance to countries to better prepare for and to mitigate the impact of disasters. Hands-on sessions which were co-organized by ITU–D with private sector entity partners proved popular. The sessions provided an opportunity for disaster managers and personnel to learn how to effectively use satellite communications systems, rapid deployable base stations, global positioning systems, and WiMAX technologies in emergencies. The target group comprised national disaster management personnel from various government agencies, humanitarian NGOs, students, and local communities.

Over 40 countries benefitted from ITU assistance that was delivered on the design of National Emergency Telecommunications Plans including climate mitigation and adaptation issues. Assistance was also provided in setting up early warning systems. All ITU regions benefitted from ITU–D assistance towards disaster risk reduction.

In terms of disaster response/relief in 2011, countries in the Americas, Africa, and Asia and the Pacific benefitted from ITU assistance involving the deployment of emergency telecommunications equipment in the immediate aftermath of disasters, with countries including Cape Verde, Japan, Chile, Haiti, Uganda, and Zimbabwe. ITU deployments provided beneficiary countries with vital communications links for the delivery of logistics, coordination of operations for other humanitarian organizations, as well as supporting the provision of telemedicine facilities for medical staff attending to victims of disasters.

A number of partnership agreements were also concluded with partners in the area of emergency telecommunications. These partnerships brought to ITU both in-kind and financial contributions — notably including an agreement between the Government of Luxembourg's €17.2 million emergency.lu project and the ITU Framework for Cooperation in Emergencies (IFCE). Another key agreement was that concluded between ITU and the Caribbean Disaster Emergency Management Agency (CDEMA).

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CROSS-SECTORAL ACTIVITIES

- ITU & CYBERSECURITY
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ITU & THE INTERNET

To ensure the effective implementation of all relevant Internet-related resolutions from PP-10 and Council, as well as WRC, WTSA and WTDC, the Secretary-General and other senior ITU officials received regular strategic briefings to enable ITU to continue to take a significant role in international discussions and initiatives concerning the Internet.

Activities continued throughout the year both with regards to ITU's attendance at and participation in Internet-related meetings, forums and conferences, and to tracking emerging trends in the rapidly evolving ICT sector, allowing ITU to adjust its work programme to meet the Union's Strategic Orientations and Goals.

Key among the emerging trends and technologies analyzed was Digital Object Architecture (DOA). Activities in this regard, keeping in mind ITU's mandate, included: establishment of test beds and prototype development for in-depth analysis; facilitating the forging of partnerships with academia, private sector and governments to encourage technology diffusion; and facilitating the design of management frameworks.

THE BROADBAND COMMISSION FOR DIGITAL DEVELOPMENT

The Broadband Commission for Digital Development, created in 2010 by ITU and UNESCO, continued its work in 2011. It continued to elicit a great deal of media interest, culminating in a very successful Broadband Leadership Summit in October, which was held in conjunction with ITU Telecom World 2011. The Commission launched its second major outcome report, Broadband: A Platform for Progress, at its third meeting in Paris in June. The Commission's fourth meeting in October resulted in the release of a global Broadband Challenge and the endorsement of four new global Broadband Targets, the announcement of which generated strong and positive media coverage around the world.

The Broadband Commission Secretariat continues to enhance the Commission's online repository of research and examples of broadband deployment known as 'The Sharehouse', which can be freely accessed via the Commission's website. In addition, the website itself has been completely overhauled to include new functionality and more resources, including downloadable posters of the Broadband Targets in six languages, the Broadband Challenge document, and new photos and videos. The Broadband Commission Facebook page is gaining momentum, with 551 'Likes' and new content on broadband developments posted almost daily, thanks to proactive monitoring of broadband-related activities around the world. More sophisticated media-monitoring capabilities set for introduction in 2011 will allow for a daily newsfeed of stories from around the world to be added to the site.

2011: YEAR IN REVIEW

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MANAGEMENT ACTIVITIES

The Strategic Planning and Membership Department (SPM) continued to take key responsibility for cross-sectoral matters in 2011 and provided overall planning and support services to the Coordination Committee (CoCo), the Management Coordination Group (MCG), the Inter-sectoral Communications Group (ICG) and the Web Editorial Board. During 2011, CoCo met on 12 occasions during the year and MCG met 13 times. As part of the restructuring of SPM, a unit focused specifically on Sector Membership was created to provide a unified approach right across the Union.

In March SPM organized the fourth senior management retreat as well as a special event celebrating the 100th anniversary of International Women's Day. SPM also: prepared and published the 2010 ITU Corporate Annual Report; organized briefings on high-level issues for the Secretary-General and the Deputy Secretary-General; and led the planning and organization of Council 2011, the WSIS cluster of events, and the World Telecommunication and Information Society Day (WTISD) celebrations.

ITU'S PUBLIC PROFILE

ITU continued to enhance its public profile through the implementation of new communication strategies and activities. ITU's activities in 2011 generated almost 20,000 individual pieces of coverage, with major successes including articles, interviews or mentions in some of the world's most prestigious publications, including The Economist, BBC Online, La Repubblica, Le Monde, Le Temps, BBC World Service (English and French units), Radio Suisse Romande and World Radio Geneva. In addition, the ITU Secretary-General was ranked the #1 Most Powerful Person in the ICT Industry 2011 by the Global Telecom Business Power 100, a UK-based annual industry survey.

ITU's YouTube channel continues to be very successful, with over 360,000 views to date, and over 110,000 in 2011 alone. There are now 556 videos available on the channel, and this content will be significantly enriched with the arrival of ITU's new videographer in December 2011. In April, ITU launched a corporate Facebook page, which continues to gain momentum. The site has already registered 152,235 views, with 1,301 'Likes'. Audience demographic analysis reveals around two thirds of viewers are under the age of 35. ITU's corporate Twitter stream (@ITU_News) has doubled its followers over the past 12 months, with 7,434 followers compared with 3,640 at the end of 2010. By mid-December, ITU had posted 688 corporate tweets in 2011. Social media channels will be proactively developed further in 2012.

ITU produced three editions of the 'Statshot' in 2011, using graphic design and short texts to highlight significant statistical developments in ICTs during the year, based on ITU data, thus raising the profile of ITU in the media and elsewhere. It is planned to turn the Statshot into a multimedia publication in 2012.

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ITU AND THE UNITED NATIONS

ITU continued to strengthen its role as the United Nations specialized agency for ICTs by taking an increasingly active part in inter-agency groups on youth, gender, sustainable development, climate change and the Millennium Development Goal (MDG) agendas. The ITU liaison office to the UN in New York ensured that the work of the Broadband Commission for Digital Development (and notably the Broadband Challenge and Targets set by the Commission) was included in the negotiated texts of the General Assembly resolution on Information and Communication Technology for Development. The resolution also includes other issues of strategic importance to ITU such as the WSIS follow-up process and the WSIS Forum, and reflects the results of the ITU report 'Measuring the Information Society'.

The UN liaison office organized two high-profile events to complement major United Nations initiatives: 'Broadband for the Least Developed Countries (LDCs)' was held in conjunction with the Fourth UN Conference on LDCs in Istanbul in May; and 'ICTs and Youth — a catalyst for Peace, Human Rights and Development' was the keynote side event of the UN General High-Level Meeting on Youth in New York in July.

SPM participated in meetings of the United Nations including such bodies as ECOSOC, CEB, CSTD and HLCP; while HR participated in meetings of HLCM. The CEB ICT Network Information Security Special Interest Group, chaired by ITU, began a pilot project to develop a basic course in staff information security awareness training that all UN Organizations will be able to use.

At the request of the President of the Economic and Social Council of the United Nations, a special briefing on Cybersecurity was held in December for Member States, with ITU taking the lead, and bringing together representatives of government, the private sector and civil society to address this increasingly important global issue.

PROTOCOL, OFFICIAL VISITS AND OFFICIAL MISSIONS

ITU organized a number of Ambassadors' Information Meetings during the year in order to keep the diplomatic community informed of its activities; these were well-attended and much-appreciated. During the year, many Ministers, Ambassadors and other VIP visitors made official visits to ITU and were welcomed by the Secretary-General and Deputy Secretary-General at ITU Headquarters. The Secretary-General, Deputy Secretary-General and the Directors of BR, TSB and BDT also undertook many official missions during the year, which helped to raise the profile of ITU and its activities, and which played an important role in actively engaging with and listening to ITU Membership.

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ICT DISCOVERY

The ICT Discovery, ITU's new state-of-the-art museum, made possible by a generous contribution from the United Arab Emirates, was inaugurated in October. The ICT Discovery has been designed to highlight the history of information and communication technologies; their achievements; and how they have transformed our lives; as well as the developments ICTs hold for the future. It highlights the contributions ITU has made, from 1865 right through to the present day and on into the future.

In addition to featuring interactive exhibits showcasing cutting-edge ICT systems and their role in transforming the way we live, the ICT Discovery will also host rotating exhibitions on key topics, including new inventions, emergency communications, ICTs and climate change, and the future of the Internet.

The ICT Discovery will be opened officially to visitors early in 2012.

HUMAN RESOURCES & STAFF WELFARE

During 2011, the Human Resources Planning and Policies (HRPP) Division monitored the work of the Tripartite Group on Human Resources Management and the implementation of the HR strategic plan adopted by Council. It also provided other services in recruitment, structure management and job classification, training, HR policies and legal matters.

The new e-recruitment system, launched in December 2010, strengthened the recruitment process by substantially reducing the average time taken to fill vacancies and ensuring a more efficient and reliable screening of applications received. Innovative and proactive approaches to professional recruitment, with a view to attract new competencies and skills, and to address geographical, gender and age imbalances were studied. A new ITU internship programme is being developed.

A set of new policies was being prepared and launched into the internal approval process for creating a supportive working environment, aimed at recognizing work/family issues as a priority for employees. A survey on teleworking confirmed that ITU's teleworking trial period was successful and appreciated by most staff members.

A new performance appraisal system is being developed for implementation in the course of 2012.

The Human Resources Administration (HRA) Division continued to improve efficiency and effectiveness, and pursued its efforts to simplify and streamline workflows, processes and paperless operations, while maintaining a high quality of service for both internal and external clients, notably through the project to modernize human resources.

The Staff Welfare Service provided assistance to staff, their families, and retired staff, including: welcoming newly appointed staff and helping them 'get started' in Geneva and within the ITU; providing support, guidance and referrals concerning personal issues; discussing and assessing administrative and work-related issues; and acting as the ITU focal point for the 'UN Cares' programme and World Aids Day activities.

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FINANCIAL RESOURCES, AUDITING & IMAC

For the first time in ITU's history, the closure of the annual accounts (relating to 2010) was conducted in compliance with the International Public Sector Accounting Standards (IPSAS), which enabled the External Auditor to issue an Audit Opinion certifying that the Union's 2010 financial statements were IPSAS compliant.

The Biennial Budget of the Union for 2012–2013 was presented to Council 2011 in a Results-Based Budget (RBB) format, as endorsed in Resolution 151 (Rev. Guadalajara, 2010) and aligned with the structure of the Strategic Plan for the Union for 2012–2015. The budget for the biennium amounts to CHF 323.8 million.

A number of efficiency measures were applied to reduce budgetary requirements, and a saving of CHF 1 million is envisaged in 2011 as a result of common procurement activities between ITU and other Geneva-based international organizations.

ITU welcomed South Sudan, the newest Member State, and the increase in the Russian Federation's contributory unit from 10 to 15 units was greatly appreciated. The new initiative to encourage organizations/academia to participate in ITU activities was very successful, with 46 establishments joining the Union this year.

Council 2011 appointed the Italian supreme audit institution as the External Auditor of the ITU for auditing its 2012–2015 financial statements. The Independent Management Advisory Committee (IMAC) selection panel, composed of Member State representatives, met twice and proposed five independent experts as members of IMAC to serve for a four-year term of four years; Council 2011 endorsed the appointments.

CONFERENCES & PUBLICATIONS

In 2011, C&P focused on: ongoing operations and production, for the timely delivery of quality services for conferences and meetings, documentation and publications; efficiency ('doing more with less); and improvement and innovation, through the constant development and implementation of strategic, operational, technical and human resource actions.

Publications: Very high level of performance in 2011, exceeding targets, through the development and implementation of strategic and operational actions. Enhanced sales figures, with revenues over CHF 16 million. Enhanced products and services for membership.

Support to conferences: Continued logistical and service support for ITU meetings and conferences, both in Geneva (over 1,200 days of meetings) and elsewhere, with constant focus on enhancement and innovation, making them efficient and highly-appreciated events for participants.

Official languages: Very high level of performance and efficiency, with comparable volumes of translation produced n all languages (except English), and total output of over 50,000 pages of translation. Ongoing provision of ITU material (documents, publications, promotional items, website) in the six official languages, and continued implementation and monitoring of treatment of languages on an equal footing.

2011: YEAR IN REVIEW

GENERAL SECRETARIAT & MANAGEMENT ACTIVITIES

- MANAGEMENT ACTIVITIES
- ITU'S PUBLIC PROFILE
- ITU AND THE UNITED NATIONS
- PROTOCOL, OFFICIAL VISITS AND OFFICIAL MISSIONS
- ICT DISCOVERY
- HUMAN RESOURCES & STAFF WELFARE
- FINANCIAL RESOURCES, AUDITING & IMAC
- CONFERENCES & PUBLICATIONS
- LEGAL AFFAIRS
- ETHICS
- INFORMATION SERVICES
- FACILITIES MANAGEMENT & SECURITY

LEGAL AFFAIRS

During the year, the Legal Affairs Unit (LAU) engaged in: the formulation of legal opinions in regard to application of the Union's Basic texts, the Council's Rules of Procedures, the Administrative Regulations, the Union's Rules, Regulations and practices; drafting and revisions of agreements and other legal instruments governing relations between the Union and its Membership as well as negotiation and drafting of agreements for the holding of conferences and other meetings away from headquarters; follow up of legal questions deriving from the application of headquarters and host country agreements; drafting of the administration's submissions to the Appeal Board and ILO Administrative Tribunal; participation in certain Council Working Groups and drafting of consultations and reports in that respect; providing legal advice to Council and Council Working Groups and participating in the resolution of sensitive political issues; acted as the secretariat of the Council Working Group on a stable Constitution; and acted as the secretariat of the TSB Director's Ad Hoc Group on Intellectual Property Rights.

ETHICS

During the year, the Ethics Office prepared and published the Code of Ethics for ITU Personnel, the ITU Policy on Financial Disclosure and the ITU Policy for the Protection of Staff against Retaliation for Reporting Misconduct. The three documents are now in force. The Office gave confidential guidance and advice to staff on various issues, including potential conflicts of interest.

In order to promote ethics standards, the Office has successfully worked with the Human Resources Management Department to complete several ethics training sessions in 2011. Prior to the training ITU Personnel took part in the first ITU ethics awareness survey. In order to strengthen all ITU Personnel in this area, an outreach and Ethics Training Programme was organized by the Human Resources Management Department in cooperation with the Ethics Office.

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INFORMATION SERVICES

During 2011, the Information Services (IS) division, in addition to its usual work in supporting the IS needs of the organization as a whole, focused on: increased remote participation in ITU events, including ITU–T study and working groups, workshops, ITU Council Working Groups, ITU–D meetings, and meetings of the Broadband Commission; helping the ITU Library and Archives Service continue work on expanding the collection of digitized historical documents available through the History of ITU Portal; better protecting ITU against evolving cyber threats, via a major update of the Union's network firewall, implementation of network Intrusion Protection System (IPS) and vulnerability management appliances; delivering improved employee self-service (ESS) functions; and the secure elimination of files due for destruction by the end of 2011.

FACILITIES MANAGEMENT & SECURITY

The Facilities Management Division continued its mission to manage, maintain and improve the facilities of the Union at ITU headquarters. Buildings projects included: replacement of main drainage to rue de Varembé; refurbishment of shutters and controllers to Montbrillant; provision of a room compatible with telepresence; provision of the first phase of RFID-controlled delegate lockers; support on building matters for the ICT Discovery; major refurbishments to the Popov Room (made possible by a generous contribution from the Russian Federation, and refurbished in collaboration with IS and C&P).

In logistics: a diagnostic survey was made of autonomous accessibility for disabled users to internal and external areas; a signage upgrade project delivered unified signage to visitor areas; and an architectural project for the 'Open Space' area was produced for ITU Telecom World 2011.

The Safety and Security Service (SASS) continued its support to all major conferences and events and introduced RFID badging.

CONCLUSION

To sum up, 2011 was another important year both for ITU and for the ICT sector, which augurs well for the future of the Union as it moves forward. Further progress globally was made towards 'Bridging the Digital Divide', with the world now having nearly 6 billion mobile cellular subscriptions and more than 2.3 billion Internet users.

There is still enormous progress to be made, however, especially in increasing access to the Internet, and particularly in delivering equitable and affordable broadband access to all, which will be key in accelerating progress towards meeting the MDGs.

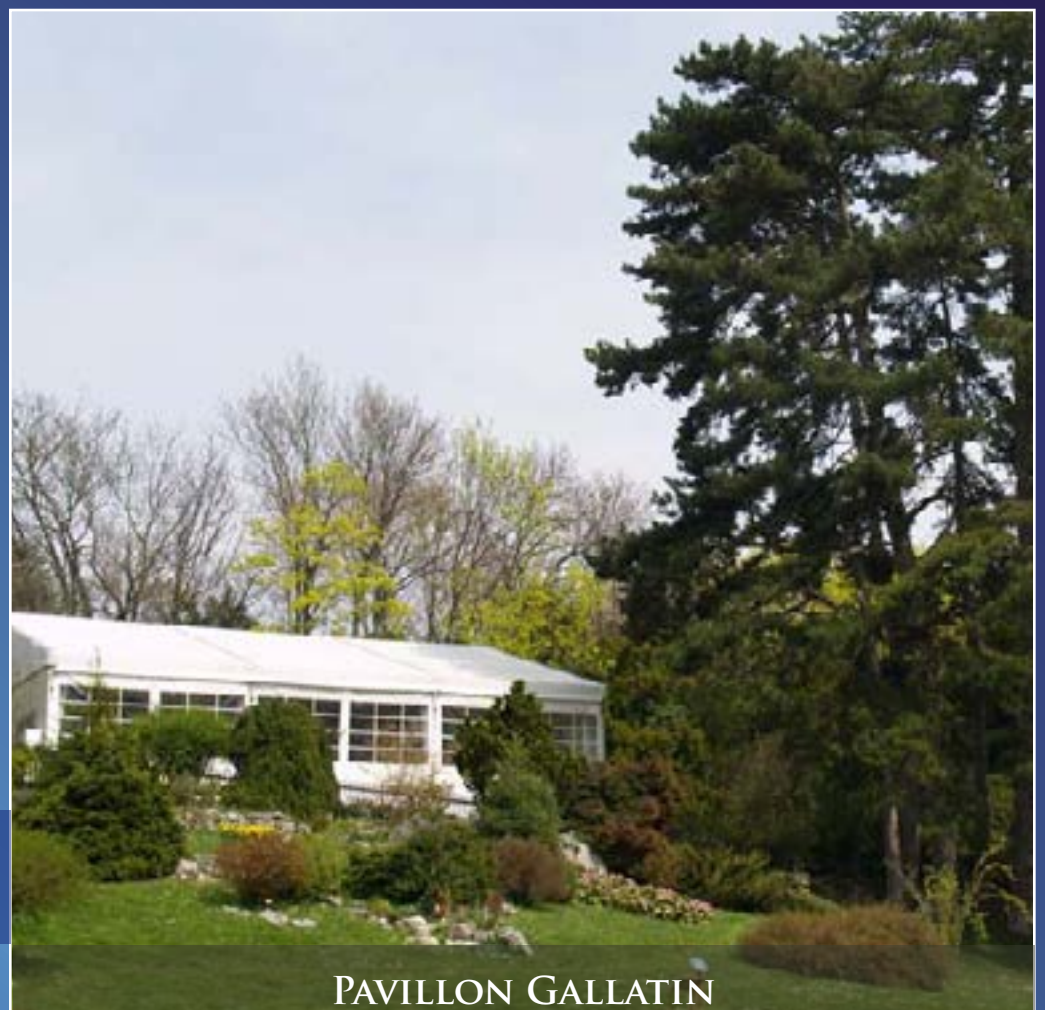
ITU must therefore continue to strive to ensure it meets its MDG and WSIS commitments, and fulfil its mandate to extend the benefits of ICTs to people the world over.

DOMAINE DU CHÂTEAU DE PENTHES

18 chemin de l'Impératrice

CH–1292 Pregny-Chambésy

http://www.penthes.ch/



Pavillon Gallatin

HOW TO GET THERE

By car, from Place des Nations,
see **http://goo.gl/maps/V1kRL**

Gallatin P

Turn off at the parking sign that says "Gallatin Parking", drive pass the Geneva School of Diplomacy and International Relations on your left through to the parking (behind the hedge).

Public transport bus Z or V
Place des Nations → Penthes (3 stops).

For timetable, see **http://www.tpg.ch/**